
Airport and luggage tips

~Arrive 2-3 hours in advance. We have seen MANY people denied boarding due to a late arrival! Don't let this be you! The airline will charge you to get you on another flight!

~Verify the flight times with the airline the night before.

~Your bags should have your name and address on them. If you have common looking luggage, make it stand out - colorful tape or ribbons will make it easy to spot.

~Lock your checked bags, a TSA Approved lock can be used and can be opened in the event they need to search your checked bags.

~Travel with shoes that can easily come off, this will make going through security quicker.

~check www.tsa.gov for information on what you can check in your bags and what you can carry on.

~limit your carry on to 1 larger bag and 1 smaller bag (purse/backpack/laptop bag)
Check with your airline on sizes.

~airlines do charge for checked bags in most cases these days, so be prepared

~advance seat assignments are assigned automatically for you where available. We would have let you know if seat assignments were not available when you booked, but, sometimes a schedule change can kick these seats out of the system. Be sure to verify seat assignments and if they are blocked for airport check in, be sure to check in online 24 hrs prior to departure - the seat would generally be assigned at that time.

What to do in the event of a delay/Other airline problem

Delays and cancellations are common these days for various reasons. It's all a part of traveling. So, a few tips and some info on what to do in the event you have a problem.

Stay calm and treat the airline staff with respect. They want you to get to your destination and they will do everything they can to get you there safely.

Lost Luggage - this happens more often than we'd like! So, be sure to contact the airline staff at the airport to make a report! Be sure to keep any paperwork they give you and keep receipts of things you have to buy, especially if you have travel insurance! (which we recommend, and it's not too late, contact us to get during travel coverage now!)

If your flight is delayed/cancelled, the airline will get you on the next available flight. While we are

always happy to try to assist you, the airline gate agents are really the best people to speak with in the event of an issue. They can work on getting you on the next flight they have or even on another airline.

If you will arrive at your destination on a different flight than scheduled, you can contact the vacation package company to let them know, a phone number will be on your travel documents. You can also contact us if you can't find the phone number.

There are times when they can't get you there the same day (some destinations only have 1 flight a day), and this stinks! If the issue is related to the weather, they do not have to get you a hotel, but should you have travel insurance, you will be compensated for anything you are out based on the policy limits. If the issue is related to something under the airline's control, like a mechanical issue, they do have to get you a hotel and should also give you food vouchers.

Read more here -

<http://www.independenttraveler.com/travel-tips/air-travel/passenger-rights>

Questions? Please contact us!

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